



# Volunteer Manual



# Hayward Animal Shelter

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## Volunteer Manual

### *Disclaimer*

*The Hayward Animal Shelter reserves the right to change this manual and the volunteer program at any time to suit the needs of the shelter.*

*The Hayward Animal Shelter also reserves the right to refuse to accept any volunteer applicant, and to dismiss any volunteer who is found to be unsuitable for the program and/or violates shelter rules, policies, safety, conduct, or handling procedures.*

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**WELCOME!**

**THANK YOU** for joining our team of caring and dedicated animal shelter volunteers! We're glad to have you onboard and hope that your time spent with us is rewarding and enjoyable. We want you to know that, whatever job or task you do, you will make a *huge* difference in the lives of our homeless pets.

In this manual you will find all the information you need to get started as a volunteer in our program.

**Please keep this manual for reference.**

### Mission Statement

**Our Mission** is to provide services that establish and maintain a safe environment for the City of Hayward residents while working to eliminate animal cruelty, neglect, and overpopulation by advocating and educating for humane and responsible treatment for all companion animals.

**Our Vision:** we strive to be to be a progressive organization that embraces modern industry practices to facilitate animal welfare. We aspire to be proactive by focusing our energy on humane education, community outreach, and program development while providing a secure and safe haven for shelter residents.

We value hard work and honesty in our employees and our volunteers, cooperation and teamwork amongst our colleagues, and innovation and initiative in management.

### Why Volunteers Are Needed

Hayward Animal Services handles an average of 3000 animals per year, and not just dogs and cats. We handle exotic animals, livestock and wildlife. It is an immense job to care for and place so many animals.

With all of us working together, we are able to adopt out, reunite with their guardians, or transfer to Rescue thousands of pets each year. Animal Services is staffed by a team of employees, performing a variety of services, seven days a week. We cannot possibly do the kind of job we would like to do without your volunteer help.

Our animal care attendants work hard to keep the animals in our care well fed, healthy and clean, as well as helping the public with adoptions and redemptions. They also give the animals a pat here, and a kind word there, as they pursue their duties. Nevertheless, to be happy, animals need more exercise, enrichment, and affection than the staff can usually supply. We have seen that clean, calm and groomed animals have the best chance of getting adopted. Volunteers play a major role helping as exercisers, socializers and groomers.

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Besides helping animals, Animal Services helps animal *guardians*. Volunteers assist visitors at the Shelter and help reunite pets and guardians. These jobs are important in meeting the Shelter's goals for animal welfare and community protection.

**Why Do People Volunteer at the Animal Shelter? Volunteers give many reasons for enjoying their work here:**

*"The animals deserve all the human kindness they can get and it's a thrill to play a part in getting them adopted".*

*"Whether the animals get adopted or not, I like to think I've improved the quality of their lives while they were with us"*

**Some other reasons people might choose to do this kind of volunteer work include:**

- To receive the personal satisfaction of helping animals and other people
- To make use of their talents and abilities
- Learn new skills
- To explore career options
- To stimulate new friendships and contacts
- To enlarge their personal world
- To increase physical activity/fitness

## **The Volunteer Process**

### **Application and Placement**

We operate on the principle that everyone will be happiest if volunteers are placed in jobs that are best suited for them. Each potential volunteer attends or virtually views an information session to learn more about our volunteer program and opportunities. This is a time to meet other potential volunteers and to ask questions. If it is determined that the Hayward Animal Shelter is a good fit, the applicant is invited to complete an application and submit it in person during the hours that we are open to the public. Upon submitting the application, he or she is interviewed by an animal services staff member.

Because the Hayward Animal Shelter is a division of the Hayward Animal Shelter, we conduct background checks on all volunteer applicants. Once the application is reviewed and the background check has been cleared, applicants accepted to the volunteer program are invited to attend a new volunteer orientation session, at which time a shelter tour is provided; we discuss policies and procedures; and assign the new volunteers to their first shifts.

All volunteers are required to complete a minimum of 8 hours/4 shifts of support tasks such as laundry, dishes, and litter pans. This is accomplished in 2-hour shifts for four weeks. Once the pre-requisite training is complete, you will be ready to schedule additional training in the area of your interest.

We want our volunteers to be satisfied and to feel needed in their workplace. If a good match cannot be made at Animal Services, we will refer the individual to another agency.

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### **How Volunteers Fit In**

Volunteers work alongside the regular staff members as a team to accomplish the purposes of Animal Services. Here is a brief description of our programs:

### **Pet Pal**

Care for animals at the shelter by cleaning kennels, feeding, exercising, socializing and doing other forms of enrichment with adoptable animals.

### **Shelter Support Assistant**

Care for animals at the shelter by performing support duties such as laundry, washing dishes and litter pans, as well as helping with odd jobs and special projects.

### **Grooming**

Bathe and groom adoptable animals.

### **Adoption Outreach and Adoption Counseling**

Showcase cats, dogs, and small animals at offsite locations (for example, PetsMart and Adopt-a-thons). Assist the public in finding the right pet.

### **Humane Educator**

Present educational programs and workshops to children. These programs are designed to teach children compassion, respect and responsibility towards animals.

### **Community Outreach**

Promote our services at community events, such as street fairs and festivals.

### **Lost and Found**

Coordinate resources for connecting people and lost pets and assist those trying to locate their missing pets

### **Front Office Support**

Help with data entry, letter stuffing, taking messages, putting together adoption packets, and other front office tasks.

### **Photography & Digital Media**

Help us get Pet of the Week photos to promote adoptable animals in local newspapers and on social media. Occasionally we also have graphic and web design tasks that volunteers can assist us with.

### **Foster**

Help socialize and care for underage kittens to get them ready for adoption. Occasionally other animals such as dogs, rabbits, and older cats are also in need of foster. The Foster Program is separate from our regular volunteer program, please enquire with the Volunteer Coordinator to find out how to get started with fostering.

### **TNR**

Help community cats by joining our Trap, Neuter, and Release team. TNR volunteers work in the community by trapping, transporting, recovering, and then releasing feral and community cats. The TNR program is separate from our regular volunteer program, please enquire with the Volunteer Coordinator to find out how to get started with TNR.

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### About Hayward Animal Services

Hayward Animal Services provides a variety of services for the animals and citizens of Hayward:

- Care for stray, abused and surrendered pets
- Reuniting lost pets with their guardians
- Adoption of homeless pets to responsible guardians
- Rescue of animals in distress
- Ambulance service for sick or injured stray domestic and wild animals
- Inspection of pet shops, kennels and other animal holding facilities
- Investigation and enforcement of animal cruelty and neglect
- Investigation and enforcement of dangerous animal complaints
- Animal quarantines and rabies control
- Dog licensing
- Humane education
- Barking and leash law education
- Mediation over neighborhood disputes regarding animal nuisances
- Wildlife nuisance problems and education
- Working with other agencies to place unwanted animals

#### **General Information**

Hayward Animal Services has on staff:

1 Administrator

3 Animal Control Officers

2 Kennel Supervisors

A team of Animal Care Attendants and per-diem staff

2 Record Clerks

1 Volunteer Coordinator

The Animal Control Officers (ACO's) enforce the Federal, State and Local animal ordinances in the City of Hayward. They investigate reports of cruelty and neglect and rescue animals in distress. They investigate animal bites and attacks, enforce rabies and licensing laws and mediate neighborhood disputes involving animals. They handle wildlife problems and work with Sulphur Creek Rehabilitation Center and Fish & Game in handling and transferring wildlife. The Officers will assist the police department on enforcement raids where animals are present.

The Animal Care Attendants feed, medicate and clean the cages of the shelter animals and assist the public in reclaiming or adopting animals. They also behavior test our animals to determine their adoptability.

The Kennel Supervisors oversee the Animal Care Attendants as well as our shelter animals. They work with the contracted veterinarian concerning the health of the animals, and are in constant contact with other animal agencies and groups to place unwanted animals.

The Record Clerks process the documentation for animals at intake, redemption, adoption, permits and licensing of animals. They handle phone calls and assist the public visiting the shelter. Clerical staff also processes all the claims, billings, payroll and purchases involving the shelter. The clerks also dispatch calls to the officers and maintain prior criminal records of contacts.

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### Capacity of Shelter

- 83 Dog runs
- 110 Cat cages
- A small animal section
- Small outdoor animal section

### Plus:

- Observation Wards
- Medical Treatment Wards
- Dangerous Dog Wards

## Volunteer Basics – Important Contacts

### Important Volunteer Contacts

You should put these contacts in your phone and a group e-mail so that it's easy to contact us if you are in the shelter during a shift and need help, or to let us know if you are going to be late or need to cancel a shift less than 24 hours before the shift.

### Volunteer Coordinator, Alyse Lui

In Office Schedule (*varies occasionally to accommodate special events and trainings*):

Tuesday – Saturday

Desk Line: (510) 881 – 7927

Work Cell [can text]: (510) 514 – 4796

E-mail: [Alyse.Lui@hayward-ca.gov](mailto:Alyse.Lui@hayward-ca.gov)

Contact notes: Best ways to reach Alyse are through e-mail or work cell. Messages are not checked during off days (Sundays/Mondays), so please contact the shelter supervisor on duty if you need assistance on Sundays/Mondays. Please E-mail and leave a voicemail if you will be late or cancelling a shift.

### Shelter Supervisor, Heather “Nikki” Rappa

In Office Schedule: Tuesday - Saturday

Desk Line: (510) 583 – 8500

Work Cell: (510) 427 – 2025

E-mail: [Heather.Rappa@hayward-ca.gov](mailto:Heather.Rappa@hayward-ca.gov)

Contact Notes: Since Nikki has same schedule as Alyse, please use Alyse as first point on contact and only reach out to Nikki if Alyse is not in the office that day. Please E-mail and leave a voicemail on work cell phone if contacting to let staff know that you will be late or cancelling a shift.

### Shelter Supervisor, Cris Nakata

In Office Schedule: Sunday – Thursday

Desk Line: (510) 293 - 7108

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Work Cell: (510) 520 – 8264

Contact Notes: Cris will be main contact person for volunteers on Sundays and Mondays since Alyse and Nikki are both off those days. Please e-mail and leave a voicemail for Cris if you will be late to your shift or cancelling a shift that falls on Sunday/Monday.

### **Per-Diem Volunteer Coordinator / TNR Coordinator, Hilary Drake**

In Office Schedule varies, allow 1-4 days for messages to be replied to.

Desk Line: (510) 881 – 7923

E-mail: [Hilary.Drake@hayward-ca.gov](mailto:Hilary.Drake@hayward-ca.gov)

Contact Notes: Hilary is the contact person if you would like to learn more or get involved with our TNR (Trap, Neuter, Return) program.

### **Per-Diem Foster Coordinator, Traci Young**

In Office schedule varies, allow 1-4 days for messages to be replied to.

E-mail: [Traci.Young@hayward-ca.gov](mailto:Traci.Young@hayward-ca.gov)

Contact Notes: Traci is the contact person if you would like to learn more or get involved with our shelter foster program. Our foster program is mostly for underage kittens, however occasionally we do have other animals to foster, like dogs.

## **Volunteer Basics – Rules and Important Information**

### **Shelter Hours**

The Shelter is open to the public Tuesday – Saturday from 1:00 p.m. -5:00 p.m.

The Shelter is closed to the public Sundays, Mondays and Holidays.

Staff are at the shelter seven days a week and work between 8:15 am - 5:15 pm except for holidays.

On Holidays staff work from 8:15 am – 2:15 pm.

Staff take lunch from 12:00 – 1:00pm. Except for special occasions like adoption events, volunteers should not sign-in to the shelter or be present at the shelter during the lunch break without prior approval from the Volunteer Coordinator or Shelter Supervisor on duty.

### **Personal Information**

If you have a change of address, phone number or email, please advise the Volunteer Coordinator.

We communicate with volunteers primarily through e-mail, and occasional phone or texting.

Please make sure your contact information is up-to-date and let us know if you are not receiving the volunteer e-mails.

### **Schedules**

Because we need to work as a team, we need to maintain a schedule when volunteers and staff appear for work. Report to your job on time. If you are scheduled to work a particular day or time and you



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will be late, need to reschedule or cancel, please contact the volunteer coordinator or the shelter supervisor on duty to let them know.

If you signed up for your shift online, you may cancel your shift online until 24 hours prior to shift start time. The online sign-up locks shifts 24 hours before they start and the only way to cancel your shift at that point will be by contacting the volunteer coordinator or supervisor on duty.

### **Sign in, Please!**

There are two sign-ins: the clipboard and the computer, please sign-in to both when you arrive to begin your shift, and sign-out of both at the end of your shift before exiting the shelter.

In case of emergency, we need to know when you arrive and when you leave. We track this using the volunteer clipboard.

We track hours for our reference and for the purpose of recognizing your services to the community through the computer.

### **Personal Conduct**

The City of Hayward sets basic standards of personal conduct at work for both employees and volunteers. As a volunteer with the Hayward Animal Shelter you are representing the Hayward Police Department and the City of Hayward. Fighting, horseplay, gambling, abusive or threatening language, and falsifying information are prohibited. The following acts are considered in themselves sufficient grounds for dismissing a volunteer.

- Misuse or mishandling of animals
- Theft
- Lying
- Reporting to work under the apparent influence of alcohol or narcotics
- Sexual or racial slurs or harassment
- Violating any local, State or Federal laws regarding the care or ownership of animals
- Disruption of the workplace

### **Unsatisfactory Performance Standards**

If there is a chronic problem in meeting minimum performance standards, the volunteer coordinator will meet with you to discuss the problem. You will be told specifically what requires changing and ways in which you can improve. If you show insufficient improvement in the areas discussed, probation or dismissal may be necessary. Failure to perform volunteer duties in a satisfactory manner may result in suspension or termination from the volunteer program.

### **Leaving**

Lives change, people change, and you may leave your volunteer job. If you know ahead of time that you will have to leave us, please let the Volunteer Coordinator know as soon as you can.

No matter what the reason for your decision to leave your volunteer job, the volunteer coordinator would like to send you a short exit survey to complete or you may schedule an exit interview. This becomes an opportunity for you to give additional feedback about your volunteer experience here.

As an “insider”, you will be able to give us valuable information on how to improve Animal Services.

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### **Restricted Areas**

There are some areas that are off limits to volunteers unless you are specifically assigned to work there. These areas include the vicious dog wards, and the “old side” of the shelter which includes all the rooms/wards in the non-public section of the shelter, except for the old-side kitchen.

### **Accidents**

Tell a staff member immediately about accidents and mishaps on the job, such as bites, scratches and injuries (no matter how minor). For example, if you are bitten, a Bite Report and accident report must be filled out, you will need to seek medical attention, and the animal will be quarantined.

### **Concerns or Problems**

If you have a concern or a problem, please discuss it with the Volunteer Coordinator or the Kennel Supervisor. If something is bothering you, please talk it over, rather than remaining silently frustrated! Quite often, problems are a result of misinformation or rumor. It is important that we quickly resolve problems that arise, so that we can work together effectively as a team.

### **Pet of the Week**

Pictures of some animals are promoted in the newspaper or appear on websites and social media, to encourage adoption. Usually, the pets selected are ones with good qualities. Feel free to suggest a possible “star” to the Volunteer Coordinator or Kennel Supervisor.

### **Adoptions by Volunteers**

It is not unusual for volunteers or staff to want to adopt an animal. Since we represent the City, we want to ensure that a person does not end up with more animals than they can handle. Any adoption will receive more scrutiny than usual and is subject to the approval of the supervisory staff.

### **Ideas or Suggestions**

If you have an idea for a fund-raising event, promotional activity, or have a suggestion for improving a program, please advise the Volunteer Coordinator.

### **Policies and Procedures**

A special relationship begins when you agree to perform a certain task for the good of animals and your community without receiving monetary reward. You will be provided with training and a structured way of giving service so your contribution of time and energy has a meaningful impact. You will work in a setting that requires your cooperation with co-workers and an adjustment to an organization. Your volunteer work provides an opportunity for growth, but also calls for a commitment to your work and inner discipline.

As mentioned before, Animals Services is a division of the Police Department. Many of the Department’s rules apply to civilian employees and volunteers. As you will see, each policy exists for a reason, either to prevent misunderstandings, for your safety, or for some other purpose.

Please keep your involvement confined to the responsibilities of your job. Sometimes it is difficult to keep from getting involved in all that is going on around you, but remember there is trained staff to handle the office, kennel, animal control and management responsibilities. Your well-intentioned involvement may backfire into a problem situation. Always seek out the appropriate staff person to assist in a situation that is not part of your job.

### **Volunteer Dress Code**

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Dress comfortable, but also be neat and clean. Remember that you represent Animal Services to the public.

**Volunteer Shirts:** Wearing your volunteer t-shirt allows you to be recognized by both the staff and the public. It is mandatory that volunteers must wear their volunteer t-shirts when volunteering at on-site and off-site events, or when volunteering for a shift during public shelter hours (Tuesday – Saturday from 1-5pm) in public areas of the shelter. Volunteers are encouraged to wear their volunteer shirts whenever they volunteer at the shelter.

**Other attire:** In general, please avoid wearing anything long and flowy or with holes or tears, as these are too easily caught or snagged in doors and equipment to be safe, and does not present a professional appearance.

All clothing worn while volunteering should be PG-appropriate without slogans, logos, or imagery that could be considered offensive. Plain attire is best.

**Shoes:** Only closed toed, non-heel shoes are permitted. This means no crocs or sandals.

**Long Pants** – No yoga pants. No shorts or skirts/dresses unless you have a medical or religious exemption, in which case, please speak with the Volunteer Coordinator first, so we can discuss what kind of attire would be safe and suitable to wear during your shifts.

**Shirts/Tops:** No sleeves shorter than a t-shirt. This means no spaghetti straps, tube tops, halter tops, etc. If wearing a hoodie or jacket with hood, wear with hood down so it does not obscure your face.

**Jewelry & Accessories:** No loose or dangly jewelry or accessories that could be snagged by an animal or in equipment. Ex. No hoop earrings or charm bracelets.

**Earbuds and devices with speakers:** If you wear Earbuds or headphones, only wear them in one ear, leaving the other ear unhindered so you can hear what is going on around you for safety.

Volunteers are welcome to listen to music, books on tape, or podcasts while volunteering, however if your device plays on speaker or at a volume that those around you can hear, make sure content is G-Rated and non-political, non-controversial (ex. no music with explicit or violent lyrics, political podcasts, etc.)

When playing music or stories on speaker, please keep it at a reasonable volume and be respectful and considerate of those around you. Remember that animals have sensitive hearing and so do many of the staff and other volunteers. If it is too loud, we may ask you to turn it down or wear headphones.

**Hats:** Hats may be worn during outside volunteer activities, but please do not wear hats inside the shelter. Please also make sure any hats worn are PG-appropriate without slogans, logos, or imagery that could be considered offensive or controversial. Plain hats are best.

## **Inactive Volunteer Policy**

At Hayward Animal Shelter, all volunteers are required to complete a minimum of 6 hours a month for the first 6 months and 2 hours a month for volunteers staying in our program beyond 6 months.

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If you are Certified Pet Pal this minimum requirement is fulfilled by completing 1 kennel shift and 1 socializing shift each month. Failure to complete a kennel and socializing shift could result in needing to take a refresher training or being unable to socialize animals or participate in Pet Pal activities.

If you are not a Certified Pet Pal, the minimum requirement can be fulfilled by completing 2 hours of dishes/laundry, odd jobs, events/outreach, transports, front office help, or special projects.

If a volunteer is unable to complete their requirements for the month, they must notify the Volunteer Coordinator in advance to request permission to be excused from the requirements for that month. Examples of qualified exemptions include travel, family emergencies, school/work schedules, medical issues, et al. For unexcused absences, the shelter employs the following policy:

### First Month Missing Hours

If a volunteer fails to fulfill their hour requirements without communicating to the Volunteer Coordinator that they are unable to complete hours that month, they may receive a reminder that they will need to complete hours in the next month.

So long as the volunteer meets their minimum hour requirements in the succeeding month, they will face no further restrictions, and their current qualifications will remain in place.

### Second Month Missing Hours

If a volunteer fails to fulfill their hour requirements for a second consecutive month without communicating with the Volunteer Coordinator regarding their absence, the volunteer risks being updated to Inactive Status and needing to schedule a refresher training in order to reinstate their active status.

### Third Month Missing Hours

If a volunteer logs zero hours in a three-month period without having notified the Volunteer Coordinator of their absence prior, that volunteer will be inactivated.

Inactive volunteers are removed from our volunteer roster and our volunteer e-mail list. Inactive volunteers will not receive updates on the volunteer program or e-mails regarding the volunteer program and will not be able to schedule shifts or participate in shelter volunteer activities or trainings.

These volunteers will need to contact the Volunteer Coordinator to have their status restored. The conditions of reactivation will vary, depending on how long it has been since the volunteer was active. If under 6 months, the volunteer may need to retake previously attended trainings or schedule a refresher training. If it has been 6 months or more, their qualifications may be vacated, and the volunteer may be required to restart the program, beginning with a new volunteer application and new volunteer orientation.

## **Euthanasia**

For all of us who love animals, Animal Services can be an emotional place to work. There is joy when we see an animal adopted by a kind person, and we know that the match will be “just right”. We are happy when a dog or cat we have taken a special liking to finds a good home. We sometimes wish we could take these favorites home ourselves. And then, there is sadness when animals must be

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humanely euthanized. This shelter does euthanize for medical and behavioral reasons; however, as a volunteer, you will not be asked to assist in any way with this procedure. Our certified animal care attendants, who are, themselves, animal lovers and animal owners, perform euthanasia. This is not a pleasant task for them, and we ask that volunteers do not comment or question the staff about this procedure.

If you do have any questions, you may go to the Kennel Supervisor or the Animal Services Administrator. We care about your thoughts and feelings, yet the Administrator, the Kennel Supervisor or the Veterinarian must be the ones to make the final decisions. This is their responsibility and their burden.

***As a volunteer, you are greatly appreciated, and we rely upon you in our continuing work to help the animals.***

## Procedures

While we welcome your suggestions, please do not make any procedural changes without approval of the Director or a Supervisor.

- The Veterinarian and the Kennel Supervisor must first approve additional food, vitamins or changes in diet for all animals. Care of our animals is different from the care one would give their pet at home. Animals at the shelter are under a lot of stress. Some animals have restricted diets for medical reasons or dietary problems. Refer to the animal care attendants for feeding and treat guidelines. Do not give additional food or treats to animals unless directed to do so, and then only 1-3 treats per animal each day.
- Volunteers are not to administer any medication or vaccinate any animals.
- Do not switch animals to different kennels or cages without the express permission of the Kennel Supervisor on duty. Several sets of paperwork will need to be changed to reflect the animal's new location.
- Never change or add information to the identification papers attached to the animal cages. Notations are there to protect both the public and the animal. If you believe information is incorrect, discuss it with the Volunteer Coordinator or the Kennel Supervisor.
- Do not assist or interrupt staff members who are dealing directly with a customer, unless asked. If you hear information that you don't understand, ask the staff member after the party has left.
- If you have a difficult person, please ask a staff member to assist that person and you go and help another.
- Many times you may be asked questions to which you do not have a clear answer. There is nothing wrong in saying "I don't know". Tell the person you will research the answer and get back with them as soon as possible or refer them to a staff member.

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- Any information about an animal owner, criminal case, personal information about staff or volunteers is to be held confidential. Volunteers are not to discuss criminal cases or state opinions with the media. Please refer all media questions to the Administrator.
- Animals going to rescue must be cleared through the Kennel Supervisor. Do not call rescue or other agencies unless directed to do so by the Volunteer Coordinator or the Kennel Supervisor.
- Animals going to foster homes must be cleared through the Volunteer Coordinator or the Kennel Supervisor.
- Please refrain from talking on the phone or text messaging while working with an animal or participating in a community event.

### **Pet Pal Training Disclaimer:**

Please be aware that pet pal trainings times will vary based on the population and availability of animals in the shelter, availability of trainers, and each volunteer's own learning speed.

While we outline general training times and general training steps, each person's journey to becoming a pet pal will vary. We encourage and appreciate your patience when embarking to become a pet pal.

### **Pet Pal Training**

In the interest of safety both for you and the animals, you will be required to take several hours of training before you can handle animals on your own.

All pet pals are encouraged to keep growing their experience and skills as a pet pal by attending offered classes, trainings, and workshops, and shadowing or working with other pet pals to gain experience and support fellow pet pals.

### **Cat Pet Pal**

You must complete an online training module consisting of videos and short readings about cat health and behavior, 1 kennel training shift and 3 kennel shifts (total of 4 kennel shifts), and one-to-two cat handling sessions with a trainer. The training sessions will be set up through the Volunteer Coordinator. Once you have successfully completed the trainings and the Cat Pet Pal Trainer has certified you, you will be permitted to work with cats on your own.

### **Dog Pet Pal**

You must complete an online training module consisting of videos and short readings about dog health and behavior, 1 kennel training shift and 3 kennel shifts (total of 4 kennel shifts), and several hands on socializing sessions with a mentor or trainer. The training classes are usually two hours per session and you will set up your class schedule through the Volunteer Coordinator. After you have successfully completed the training course and been certified, you will be permitted to work with dogs of the color-coded level you have certified for, on your own.

For dog pals, we encourage continuing education in the form of attending offered dog behavior, enrichment, and training classes and workshops, and shadowing or working with other dogs pals to gain experience and support other dog pals.

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### **Rabbit/Small Animal Pal**

You must complete an online training module consisting of videos and short readings about rabbit and one-to-two kennel and handling trainings. Once completed and certified by your mentor, you will be allowed to work with rabbits and other small animals on your own.

### **Pet Pal Instructions**

The Pet Pal program was developed so that our adoptable animals would receive individual care and attention while waiting for their new homes. We have found that animals are able to stay longer and present a much better, relaxed personality to the public that helps their chances for adoption. We also found that while the volunteers walk the dogs, if they train the dogs to behave on a leash, learn to sit, stay and not jump up, their chances for adoption increase.

Cats need socialization also. The more attention the cat receives the better its attitude will be with potential adopters. Use only sanitized toys with each cat. Wash the toys after each use. Do not allow cats to be placed with other cats except its cage mates. Don't allow unrelated cats to be out together.

Our rabbits and other small animals also benefit from plenty of human contact and exercise time out of their cages. They also enjoy toys. During bunny pal training you will learn the appropriate types of toys for rabbits and other small animals.

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**Please read the following training instructions and keep a copy to refer to often.**

- Please leave your valuables locked in your car. If you do not have a car, please ask the Volunteer Coordinator where you may store your valuables.
- To obtain a cage key and a door card, see the Volunteer Coordinator, Kennel Supervisor or one of the Front Office clerks. You must turn in your car keys or other valuables in exchange for a cage key and door card.
- New pet pals may only remove animals from cages that have reached their “available date”.
- Review the cage card, especially any notes regarding the animal’s behavior or health. If there are notes indicating the animal is aggressive or there are “caution” signs, volunteers may not remove that animal from its cage or run.
- Before giving the animals any treats, please ask the kennel staff. Remember that too many treats can be harmful to an animal.
- Please do not place non-approved toys in runs or cages, or toys that have not been sanitized.
- If you notice an animal has fleas or a medical problem, please notify an animal care attendant.
- Many animals could be carrying a virus and will not exhibit symptoms for 7 to 10 days. Always sanitize your hands after handling each animal. Do not place an animal into an unclean cage or carrier. If you observe an animal that appears to be sick, let the kennel staff know immediately.
- Please make sure you put the dog or cat back into the proper run or cage. All dogs, cats, puppies and kittens have identification collars. Each collar has an identification number on it. This ID number is the same as the one on the cage card.
- If you use a carrier to transport an animal, it is your responsibility to sanitize it and return it to the proper location.



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### **Animal Impound Procedures**

When an animal arrives at the shelter, it receives vaccinations:

Dogs receive DHPPV and Bordetella

Cats receive FVRCP

The animal is scanned for microchip and checked for other ID and illnesses

Information on the animal is entered into the computer system and the animal receives an identification number. This ID number is unique to that animal. A collar is placed on the animal with the following information written on it: gender, ID number and impound date.

This information is also printed on the cage card. It is very important that the animal's cage card stays with the animal.

### **Holding times**

The minimum holding period for both stray and owner-surrendered animals is four business days. Stray animals with a license, microchip or other ID are held a minimum of 10 business days. This allows the guardian an opportunity to reclaim their pet.

# Hayward Animal Shelter

## Volunteer Manual

### **Cage Cards**

Each animal's cage contains a "cage card" which provides information to staff and the public about that particular animal. An explanation of the wording follows.

**Breed** (self-explanatory)

**Sex** M = male; F = female; N = neutered male; S = spayed female:

U = unknown (not yet determined – possibly because animal was too scared for staff to be able to identify the gender)

**Ward** S = Stray  
A = Adoption  
OBS = Observation (For medical or behavior)  
ISO = Isolation (Medical Treatment Ward)  
Vicious = Dangerous, or potentially dangerous dogs

**Color** (self-explanatory)

**Age** Staff and/or veterinarian determine age, if not already provided by previous owner.

**Cage** Cage number assigned to animal.

**ID** Animal's unique identification number issued upon impound.

**Name** If we know the animal's name when it arrives at the shelter, then we keep the same name. If we do not know the animal's name, a staff member or volunteer may give the animal a name at the end of its hold period.

**Available Date** When the holding period ends and the animal can be available for adoption or transfer to another agency, rescue group, or PetsMart.

**Status** Whether animal is stray or available for adoption

**Intake type** Describes how animal arrived at shelter and whether stray, owner surrender or confiscate

**Date & Time** Impound date and time

**Hold?** Indicates whether there is a legal, adoption or other interest on the animal that may affect the release date.

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### **Hayward Animal Shelter**

|                  |   |
|------------------|---|
| (510) 293-7200   | Shelter Main Line                       |
| (510) 881-7927   | Volunteer Office Line                   |
| (510) 514 – 4796 | Volunteer Coordinator (Alyse) Work Cell |
| (510) 427-2025   | Acting Supervisor Heather (Nikki) Rappa |
| (510) 520-8264   | Supervisor Cristabel Nakata             |
| (510) 881-7922   | Shelter Administrator Jennie Comstock   |

For emergencies after hours call the Hayward Police Department (510) 293-7000.

### **Helpful Phone Numbers:**

|                                     |                |
|-------------------------------------|----------------|
| Hayward Friends of Animals          | (510) 886-7546 |
| Sulphur Creek Nature Center         | (510) 881-6747 |
| Tri City Animal Shelter (Fremont)   | (510) 790-6640 |
| Alameda Co. Animal Shelter (Dublin) | (925) 803-7040 |
| Alameda Co. Dispatch                | (510) 667-7763 |
| East Bay SPCA (Oakland)             | (510) 569-0702 |
| East Bay SPCA (Dublin)              | (925) 479-9670 |
| Oakland City Animal Shelter         | (510) 535-5615 |
| Alameda City Animal Shelter         | (510) 748-4585 |

***We are glad you are with us. We will do our best to make your stay with the Animal Services Bureau a long and rewarding experience.***